



City of Duluth
3167 Main St
Duluth, GA 30096-3263
(770) 476-3434

JOB DESCRIPTION

JOB TITLE: Occupational Tax Officer and Senior Occupational Tax Officer
(series, two tier levels)

DEPARTMENT: Business Office

SUPERVISOR: Deputy City Clerk/City Clerk

DATE: 5/17/2024

EEO CATEGORY: 06 – Administrative Support

EEO FUNCTION: 01 – Financial/Administration/General Control

FLSA: Non-exempt

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer without notice as the needs of the employer and/or requirements of the job change.

JOB SUMMARY:

This position is responsible for all processes relating to the issuance of Occupational Tax Licenses for businesses located within the city limits of Duluth, Georgia.

Other primary duties include answering telephone requests for information by the public, providing current and accurate information regarding city departments, services, and events, and routing telephone calls and mail to appropriate departments. This position serves as one of three primary cashiers and greets visitors to City Hall in the absence of the Administrative Assistant (Receptionist). Excellent customer service skills are essential for this position.

DISTINGUISHING CHARACTERISTICS:

Occupational Tax Officer is an entry-level position in this job series. Close supervision is required from the Deputy City Clerk or City Clerk/Assistant City Manager until independent work is achievable.

Senior Occupational Tax Officer is the second-level position in this job series. It requires the demonstrated ability to perform the full range of job duties and is generally assigned to the more complex and independent actions. The requirements for this senior level, in addition to the distinguishing characteristics above, include:

1. A minimum of two (2) years of occupational tax experience performing similar job duties for the City of Duluth or another similar jurisdiction.
2. Familiarity with Georgia laws, municipal or county experience
3. Associates degree in related field

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Maintains the city’s occupational and regulatory tax records (PAI DUTIES: 60%)

Ensures a thorough understanding of Chapter 7: Licenses and Business Regulations of the City of Duluth Code of Ordinances and stays abreast of changes in the Official Code of Georgia (OCGA) regulations pertaining to occupational taxes and business registration laws

Distributes Occupational Tax Certificate and Exemption applications, explains licensing procedures, collects all required paperwork, reviews applications for completeness, assigns a license number, collects license fees, performs SAVE verification, if necessary, obtains Community Development Department and City Clerk approval, creates, and mails business licenses, and maintains a database of licenses issued for nine different license types.

Invoices, collects, and records financial institutional taxes.

Performs required background investigations into regulated businesses (i.e., pawn shops, massage, billiards, etc.) and maintains confidentiality.

Issues annual renewals and late notices for occupational taxes per set schedule in order to help ensure timely payment of occupational taxes

Produces accurate data for annual E-Verify submission to the Department of Audits.

Works closely with the License Compliance Inspector to ensure all businesses are licensed properly. Acts upon information regarding businesses that may not be in

compliance with city regulations. If necessary, assists License Compliance Inspector, Code Compliance Officer, or Police Officer with the issuance of citations for unlicensed and delinquent businesses per set schedule, and attends court when required.

B. Maintains various administrative documents, manuals, and processes related to occupational taxes (PAI DUTIES: 20%)

Updates forms, applications, and support material on an ongoing basis

Maintains various lists or reports for use by other departments (marketing, economic development) as requested, coordinates activities with Tax Officer and Alcohol Officer to ensure compliance with all City ordinances

Ensures all documents are updated regularly and maintains quality and professional appearance of city materials, obtains written approval from supervisor on written mass correspondence other than e-mail.

Maintains lists used by the city including the New Businesses List
Performs monthly reviews of the city website to ensure timeliness and accuracy of information. Provides quarterly updates for business email grouping and Duluth Life newsletter.

Maintains a Position Procedure Manual with complete instructions on business (home and general), professional, and regulatory licensing processing as well as special circumstance permits.

Maintain close communication with Gwinnett County licensing division and tax assessor's office for preparation of business and inventory tax digest.

Attends training when budget permits and provides summary of topics discussed along with recommended improvements to city processes.

Maintains membership in professional organizations such as the Georgia Association of Business Tax Officers (GABTO) to remain current on pertinent information and foster peer networking.

Performs research through official codes or informal surveys of other jurisdictions on procedural matters. Notifies supervisors when changes occur and makes recommendations for updates as warranted.

Processes business information and uses Laserfiche as a record repository for storage and retrieval using accurate retention schedules and proper file structure techniques.

Forwards necessary records to the Administrative Records department for electronic storage in accordance with city requirements and State Record Retention schedules

Utilizes various software packages to improve efficiency for business office functions.

C. Performs other miscellaneous duties (PAI DUTIES: 20%)

Serves as backup-up Administrative Assistant (Receptionist) for City Hall in receiving and transferring telephone calls and assisting citizens and the general public with any inquiries

Provides information about city functions and organizational structure to citizen inquiries

Manages routine complaints and routes information to the appropriate party for resolution

Assists Alcohol Officer with Alcohol Handling Permits, mandated alcohol training classes, and related payments, verifications, and operation of ID card machine

Assist Property Tax Officer with inquiries and payments of property tax by citizens and mortgage companies.

Utilizes daily cash drawers, reconciles receivables to cash receipts ledger, provides receipts, files related documentation, closes out register and locks monies in safe; accepts monies for cash receivables including but not limited to franchise taxes, insurance taxes, license and permit fees, and other receivables as necessary

Assists with daily USPS mail distribution and postage machine maintenance

Essential Duties and Responsibilities of All City Employees:

1. Adheres to all applicable state and federal laws, ordinances, policies, procedures, rules, and regulations.
2. Endeavors to continuously improve the services provided to the citizens of Duluth.
3. Demonstrates work initiative and positive suggestions for improvement
4. Performs other related duties and functions as directed, or which are readily apparent.
5. Demonstrates good interpersonal communication skills with citizens, co-workers, and supervisors.
6. Works as scheduled
7. Accepts and follows instructions, evaluations, and corrections
8. Demonstrates interest and initiative in learning new techniques and procedures; practices continuous learning through individual study, classroom training, seminars, webinars, and conferences; attends scheduled training

9. Helps other employees when needed or asked
10. Assists in training new employees
11. Performs assigned duties and assists with work unit workload distribution
12. Wears acceptable and clean clothing/uniform
13. Demonstrates acceptable personal hygiene and grooming
14. Demonstrates appropriate decision-making/problem-solving ability
15. Follows chain-of-command

PERIPHERAL DUTIES:

Responsible for special projects as assigned, including assignment to employee-related committees, community relations participation and outreach, and liaison with other departments

Notarize documents for staff and the general public

SUPERVISION RECEIVED:

Work is performed under the general guidance, direction, and supervision of the Deputy City Clerk.

SUPERVISION EXERCISED:

None

EMPLOYMENT STANDARDS:

Employees must be at least 18 years of age and legally able to accept work in the United States.

Education, Training, and/or Experience:

1. A High School diploma, state-issued GED, or equivalent is required
 - a. An Associate's degree, a Bachelor's degree, certifications, or training from a recognized institution in accounting, bookkeeping, office technology, secretarial science, information systems, office administration, business administration, public administration, or a closely related area is desirable.

2. Two years of work experience in customer service (by phone or in person), billing, or general clerical duties in an office environment is required
 - a. Experience in governmental occupational tax is highly preferred
3. Written and/or spoken fluency in a foreign language (particularly Spanish or Korean) is desirable.

Other Requirements:

Failure to: (1) obtain and maintain all required certifications, licenses, and commissions as required; or (2) failure to successfully complete all required training; or (3) failure to meet other job requirements may result in discipline, up to and including termination of employment.

1. Possession of a valid Georgia Driver's License (Class C) is required within 30 days of hire and must be maintained throughout employment
2. Maintain an acceptable Motor Vehicle Record (MVR)
3. Take and pass a drug screening test
4. Ability to obtain and maintain a Notary Public commission
5. Sign the Georgia Crime Information Center (GCIC) Awareness Statement and attend GCIC Security & Integrity Training as required

TOOLS AND EQUIPMENT USED:

- Personal computer and printer
- Computer software including but not limited to using:
 - New World ERP financial software for business and alcohol licensing
 - Laserfiche
 - Incode – property taxes
 - Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Outlook)
- ID Database
- Calculator
- Multiline telephone system, fax, scanners, and copy machines
- Shredder
- Automobile

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

The requirements listed below are representative of the knowledge, skills, and abilities (KSAs) required for satisfactory performance of the job duties and responsibilities at a “Fully Proficient

Level.” Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Knowledge Required:

Knowledge of applicable federal, state, county, and city laws, ordinances, rules, and regulations regarding occupational taxes, alcohol, and property tax (especially Chapter 7: Licenses and Business Regulations of the City of Duluth Code of Ordinances, and the Duluth Alcohol Ordinance)

Knowledge of modern office practices, methods, equipment, and standard clerical procedures including alphabetical and numerical paper and electronic filing systems, and records management

Knowledge of principles and processes for providing superior customer service

Knowledge of personal computers, financial software, and general use software (word processing, spreadsheet, etc.)

Knowledge of city and departmental policies, procedures, directives, rules, and regulations

Knowledge of the geography, road network, public buildings, and emergency facilities of the city

Knowledge of standard American English grammar, punctuation, and spelling

Knowledge of the principles of basic mathematics

Knowledge of interpersonal communication skills

Skills Required:

Skill in the effective, efficient, and safe use of all tools and equipment used in the performance of their job

Skill in writing legibly

Skill in proofreading

Skill in driving vehicles under routine conditions, including driving in congested traffic, and in unsafe road conditions caused by factors such as fog, smoke, rain, ice, and snow

Abilities Required:

Ability to plan, organize, and effectively present ideas and concepts to individuals and groups

Ability to assimilate information from a variety of sources (including internet, printed, etc.), analyze information, and recommend courses of action

Ability to analyze data; and to interpret and prepare accurate reports and records

Ability to maintain accurate and detailed reports and records

Ability to operate all tools and equipment in an efficient, effective, and safe manner

Ability to perform duties according to federal, state, county, and city laws, ordinances, and administrative regulations; city and departmental policy, procedures, directives, rules, and regulations; and external directives

Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance

Ability to communicate clearly and effectively with people in a courteous, tactful, and fair manner under all conditions

Ability to provide information and explanations of the specific processes and procedures of the Occupational Tax and Regulatory operations of the Department, and general information regarding the City government to the public

Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, make decisions, and implement recommendations in support of goals and objectives and in accordance with laws, policies, procedures, rules, and regulations

Ability to exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs

Ability to provide information and explanations regarding the City government to the public

Ability to handle difficult situations in an effective, safe, timely and legal manner

Ability to read, speak, write, and spell using standard American English grammar

Ability to write and/or type orders, forms, reports, letters, memos, and correspondence from long hand, rough draft, or oral instructions.

Ability to perform mathematical calculations with speed and accuracy

Ability to prioritize and handle multiple tasks in an effective, efficient manner in high-pressure situations

Ability to work with a diverse constituency

Ability to understand and follow quickly and accurately, complex, oral, and written instructions and procedures

Ability to obtain information through observation and interview

Ability to successfully complete the department's training programs following employment/assignment

Ability to give accurate directions

Ability to work well in a high-pressure, multi-tasked environment amid frequent interruptions and to redirect focus of attention to a task after an interruption

Ability to assign priorities to tasks and to reassign priorities as the situation and circumstances change

Ability to search for information from many various sources in order to respond to appropriate and relevant requests or to complete required duties

Ability to organize information for the employee's use in their official capacity, and to present it to others for their use

Ability to analyze, plan, and organize work

Ability to maintain records within filing systems (file management)

Ability to establish and maintain effective working relationships with a wide range of persons, including supervisors, peers, other city employees, attorneys, vendors, and the general public

Ability to work effectively as an individual and as a team member

Ability to work independently, under only general supervision

Ability to accept responsibility, acknowledge mistakes, and share successes

Ability to adapt to changes in work conditions

Ability to perform computer-related functions

Ability to type accurately at a minimum of 40 words per minute

Ability to properly handle confidential information

Ability to successfully pass the hiring/promotional testing process as required for this position

Ability to think critically, problem-solve, and make decisions

Ability to communicate clearly and effectively, orally and in writing.

Ability to deal politely, tactfully, and courteously with City employees, co-workers, City officials, and the public.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Testing and/or evaluation of these requirements may be conducted as part of the selection process. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is:

- frequently required to sit and use hands to operate, finger, handle, or feel objects, tools, or controls; and to reach with hands and arms
- frequently required to sit for extended periods and occasionally stand and walk
- frequently required to talk and hear
- occasionally required to climb or balance, stoop, kneel, bend, or crouch
- frequently required to lift/move up to 10 pounds and occasionally required to lift and/or move up to 25 pounds
- Specific vision abilities required by this job include correctable binocular vision sufficient to perform job duties, which means: the ability to adjust focus, close vision, distance vision, no marked red-green deficiency of color vision, normal depth perception, no significant loss of peripheral vision, and no uncorrectable strabismus which is accompanied by double vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee regularly works in an office. The noise level in the office work environment is moderately noisy.

Tasks may involve extended periods at a keyboard or workstation.

Travel and/or overnight stays may be occasionally required for assignments or training
Must be able to work flexible hours occasionally.

The employee must work under time-pressure deadlines, frequently changing tasks, and perform multiple tasks simultaneously.

EQUAL OPPORTUNITY EMPLOYER:

The City of Duluth is an Equal Opportunity Employer. The City will conform with all applicable local, state, and federal laws concerning employment and will not illegally discriminate with regard to age, sex, sexual orientation, gender identity, race, color, religion, national or ethnic origin, disability, genetic information or other legally protected status or classification, except where mandated or permitted by law as a bona fide occupational qualification.

It is the policy of the City of Duluth to provide equal employment opportunities for all applicants and employees. This policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer, and other terms and conditions of employment.

AMERICANS WITH DISABILITIES ACT (ADA):

The City of Duluth, in compliance with Federal law, will provide reasonable accommodations to qualified individuals with disabilities.